

# Customer Review Form



Reviews  
Proclene Limited  
88 Longhorn Avenue  
Gloucester  
GL1 2BZ

Phone: 0800 488 0117  
Fax: 01452 303 612  
email: reviews@proclene.com  
www.proclene.com

Name: [REDACTED] BELL  
Address: [REDACTED] GABLEY WAY  
Town: HORSNATH  
City: OXFORD Post Code: OX33 [REDACTED]  
Date: 5/8/13  
Tel no: [REDACTED] 815  
email address: [REDACTED] 870@gmail.com

**Have you used a carpet cleaning company previously?**  
Yes / NO

**How have we compared?** Much Worse | Worse | Same | Better | Much Better  
[ ] [ ] [x] [ ] [ ]

Why the above?

**What service/s did we carry out?**

Carpet Cleaning  
 Upholstery Cleaning - Fabric  
 Upholstery Cleaning - Leather  
 Upholstery Cleaning - Antique  
 Mattress Cleaning  
 Curtain Cleaning  
 Stain Protection  
 Rug Cleaning  
 Stain Removal

Odour Removal  
 Sanitised Cleaning

**How happy would you be to recommend us to anyone especially family & friends?**

Definitely Not | If they Ask | Definitely Recommend  
1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / (10) / 10+

**Would you use Proclene again?**

Definitely Not | Maybe | Definitely Only Proclene  
1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / (10) / 10+

**Why did you choose us?**  
Good reviews on checkatrade.com.

**What could we change to make your experience with us better?**

**Did we arrive on time?** Yes NO  
If NO please state how late we were

**Did we give an honest indication of results that could be expected?**  
Yes

**What would you like to say, to our potential customers?**  
Very good service.

(if you require more space please write on back of form)  
Thank you for taking the time to fill in this review

**What do you think about The Finished Results?**

Very Bad Indeed | Okish | Excellent | Never expected to be this good  
1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / (10) / 10+

Why the above?

**What do you think about Our Customer Service?**

Very Bad Indeed | Okish | Excellent | Never expected to be this good  
1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / (10) / 10+

Why the above?

**Did you feel safe using Proclene?** YES NO  
**Would you say that Proclene are a reputable company?** YES NO